

to this claim 44. All of the claims in this application relate to setting up a customer connection with the help agent using voice over IP, and all are properly supported by the disclosure as originally filed in the parent application.

It is respectfully submitted that the application is in allowable form and early allowance is respectfully awaited. However, in the event that there may be some outstanding matters which require resolution, applicant respectfully requests the Examiner to telephone R. Allan Brett at 613-232-2486 ext 323.

Respectfully submitted,

Date: January 28, 1999

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